

D. TECHNICAL SUPPORT

OCSE provides states with technical support for the development and implementation of the changes needed to comply with state requirements for the FCR. States can contact the individuals listed in Chart D-1, “Technical Support Contacts,” which follows, to learn more about the technical support that is available for the implementation of their SCR-to-FCR interface for the areas listed. States can use the contact information in Chart D-2, “Technical Support”, which follows, for on-going questions or support. States may also contact these Technical Support staff for question relating to Court Assistance.

Recent changes in Technical Support state assignments can be found at:
<http://www.acf.hhs.gov/programs/cse/newhire/contacts/fcrtscontacts.htm>

Click on “Federal Case Registry (FCR) Technical Support Contacts”

CHART D-1: TECHNICAL SUPPORT CONTACTS			
Area of Technical Support	Individual to Contact	Contact Telephone Number	Contact Mailing and Email Address
State Technical Support: Point of contact for the following states for information/explanation of the requirements for the state systems: AK, AZ, CA, GU, HI, KS, NE, NM, NV, OR, WA, WY	Debbie Edwards	703.345.8105 703.345.8146 (fax)	TRW 12011 Sunset Hills Road Reston, VA 20190-3285 Deborah.Edwards@TRW.com
State Technical Support: Point of contact for the following states for information/explanation of the requirements for the state systems: CO, CT, DC, DE, ID, MD, ME, MT, NJ, PR, UT, WI, WV	Amy Ballenger	703.345.8092 703.345.8146 (fax)	TRW 12011 Sunset Hills Road Reston, VA 20190-3285 Amy.Ballenger@TRW.com

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Area of Technical Support	Individual to Contact	Contact Telephone Number	Contact Mailing and Email Address
State Technical Support: Point of contact for the following states for information/explanation of the requirements for the state systems: AL, FL, GA, IA, IL, IN, KY, MN, MS, MO, ND, OH, SD, TN, VA	Linda Hudson	205.991.6399 205.995.5540 (fax)	TRW 305 Miller Circle Pelham, AL 35124 Linda.Hudson@TRW.com
State Technical Support: Point of contact for the following states for information/explanation of the requirements for the state systems: AR, LA, MA, MI, NC, NH, NY, OK, PA, RI, SC, TX, VI, VT	Kerry Newcombe	703.345.8094 703.345.8146 (fax)	TRW 12011 Sunset Hills Road Reston, VA 20190-3285 Kerry.Newcombe@TRW.com
Technical Support: Information/explanation of the requirements for the state systems.	Christine Jennings	703.345.8099 703.345.8146 (fax)	TRW 12011 Sunset Hills Road Reston, VA 20190-3285 Christine.Jennings@TRW.com
State Technical Support Backup for State Technical Support Team.	Cheri Davidson	703.345.8038 703.345.8146 (fax)	TRW 12011 Sunset Hills Road Reston, VA 20190-3285 Cheri.Davidson@TRW.com
Programming Support: Support in the design or development of programming changes for the state systems.	Ken Nesbit	703.345.8102 703.345.8146 (fax)	TRW 12011 Sunset Hills Road Reston, VA 20190-3285 Kenny.Nesbit@TRW.com
Data Transmission Issues: Information regarding the required CONNECT:Direct procedures and protocol.	James Fox	410.965.5634 410.966.7784 (fax)	NCC-436 6201 Security Boulevard Baltimore, MD 21235 jfox@acf.hhs.gov

CHART D-1: TECHNICAL SUPPORT CONTACTS			
Area of Technical Support	Individual to Contact	Contact Telephone Number	Contact Mailing and Email Address
Data Quality Issues: Information or questions pertaining to the quality of the NDNH data.	Rose Hodel or	703.345.8091	TRW 12011 Sunset Hills Road Reston, VA 20190-3285 Rose.hodel@trw.com
	Vinette Elam	202.401.4645	OCSE 370 L/Enfant Promenade SW Washington, DC 20447 velam@acf.hhs.gov

CHART D-2: TECHNICAL SUPPORT	
Resource	How to Contact Resource
FPLS Information Line	202.401.9267
World Wide Web Site	http://www.acf.hhs.gov/programs/cse/